



OSS Response Interval

July 1998

Thru

December 1998

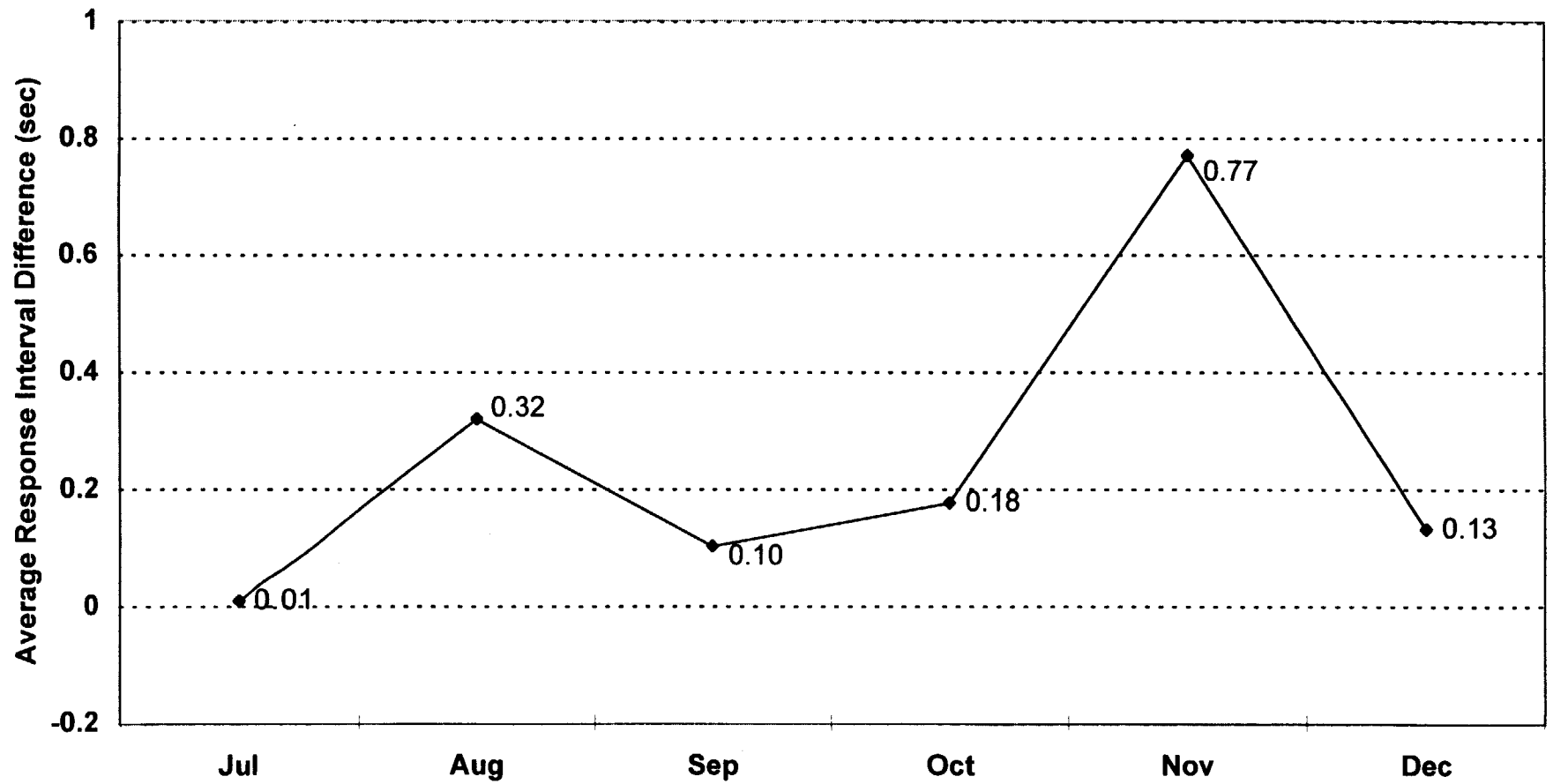


OSS Response Interval

July 1998

OSS Response Interval

Mean Differences by Month - Overall Series



July 1998 OSS Response Interval Web Report

This table displays BellSouth and CLEC information based on data received. No official web report was available at time of report generation.

SYSTEM	BST (RNS)				CLEC (LENS)			
	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	# OF CALLS	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	# OF CALLS
RSAG								
BY TN			1.16	103556			1.31	87753
BY ADDR			1.52	250588			1.22	101228
ATLAS			0.55	162948			0.70	55225
DSAP			0.85	267244			0.33	51875
CRSACCTS ¹								
OASISNET ³								
OASISBSN ²								
OASISCAR ²								
OASISLPC ²								
OASISMTN ²								
OASISOCP ³								
OASISBIG ²								
HAL/CRIS ²								
COFI/USOC ²								
PSIMS/ORB ²								

Note 1: CSR data is retrieved via the CRSACCTS contract in RNS and the HAL/CRIS contract in LENS. The HAL/CRIS response time shown above includes processing time for filtering and formatting CSR data which is not included in the CRSACCTS contract. RNS time reflects the handling of residence orders only, while LENS time reflects the handling of both residence and more complex business orders.

Note 2: Service/feature availability is retrieved via a series of OASIS contracts in RNS and via calls to COFI and P/SIMS in LENS.

Note 3: OASIS contract in RNS replaced by OASISBIG.

July 1998

OSS Response Interval Web Report Verification

This section reports whether there are any inconsistencies between the data reported on the web and calculations done during our processing. Excludes all non-like-to-like systems. Since individual calls are not reported, only Average Seconds and # of Calls can be verified.

Verify CLEC Web Report Values

Matched	Did Not Match

Verify BST Web Report Values

Matched	Did Not Match

CLEC Inconsistencies					BST Inconsistencies				
<u>System</u>	<u>Average Seconds</u>		<u># of Calls</u>		<u>System</u>	<u>Average Seconds</u>		<u># of Calls</u>	
	<u>Web Report</u>	<u>Raw Data</u>	<u>Web Report</u>	<u>Raw Data</u>		<u>Web Report</u>	<u>Raw Data</u>	<u>Web Report</u>	<u>Raw Data</u>

Explanation (as needed): Official web report was not available.

July 1998

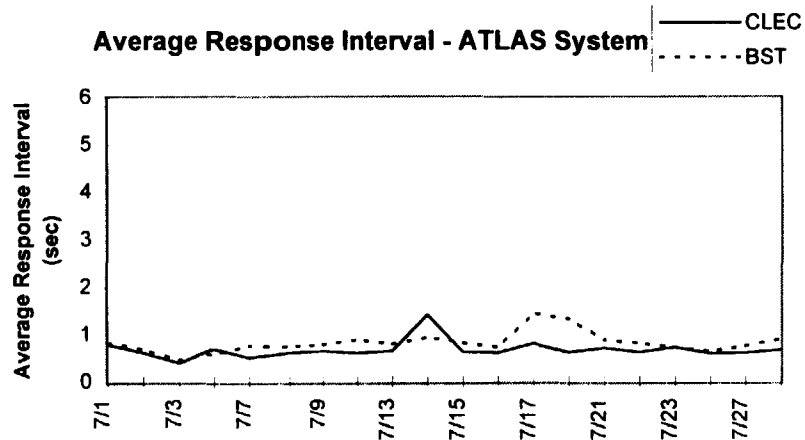
OSS Response Interval Filtering Information

This table displays information about the size of the database files and the cases that were removed from the analysis.

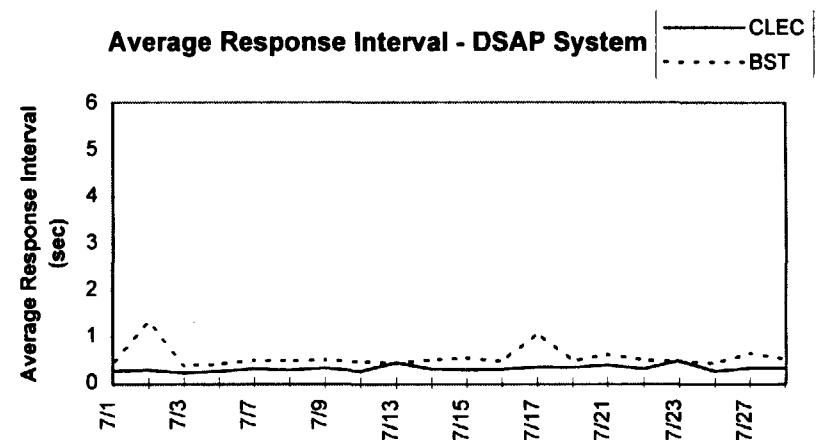
BST	
Unfiltered Total	200
Uncomparable System Records Removed	
CRSACCTS	20
OASISBSN	20
OASISCAR	20
OASISLPC	20
OASISMTN	20
OASISBIG	20
Weekend Records Removed	0
FILTERED TOTAL	80

CLEC	
Unfiltered Total	161
Uncomparable System Records Removed	
HAL/CRIS	23
COFI/USOC	23
PSIMS/ORB	23
Weekend Records Removed	0
FILTERED TOTAL	92

July 1998 OSS Response Interval -- Descriptive Page



Service Provider	Mean
BST	0.8466
CLEC	0.7031
Difference	0.1435



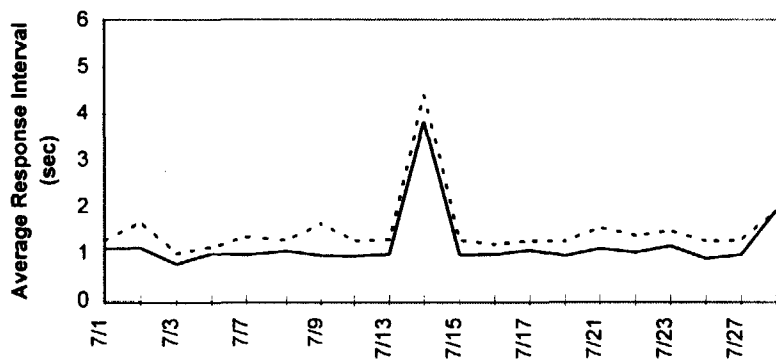
Service Provider	Mean
BST	0.5542
CLEC	0.3293
Difference	0.2250

Note: Sums of squares were unavailable for the Response Interval, thus a standard deviation could not be calculated for these measures.

July 1998

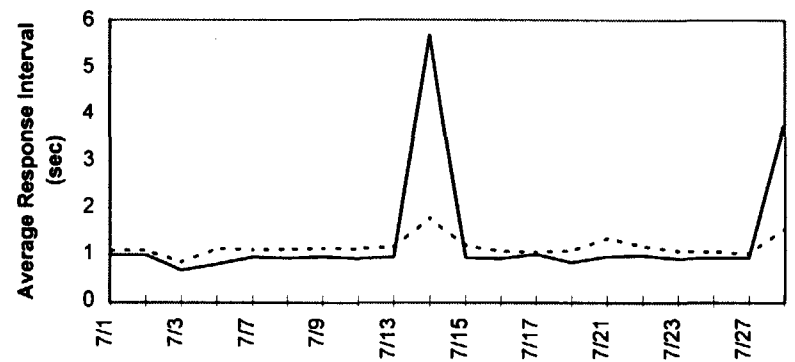
OSS Response Interval -- Descriptive Page

Average Response Interval - RSAGADDR System



Service Provider	Mean
BST	1.5238
CLEC	1.2194
Difference	0.3044

Average Response Interval - RSAGTEL System



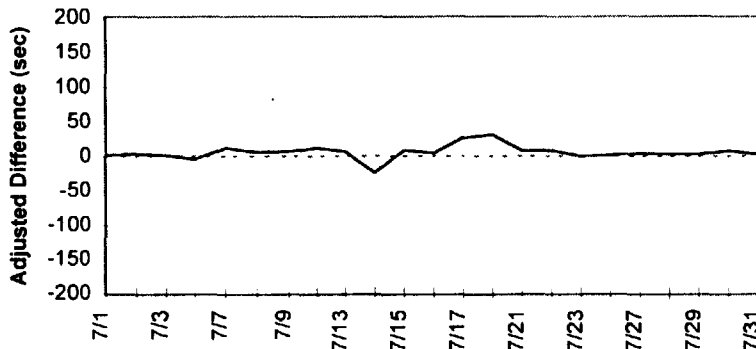
Service Provider	Mean
BST	1.1553
CLEC	1.3133
Difference	-0.1580

Note: Sums of squares were unavailable for the Response Interval, thus a standard deviation could not be calculated for these measures.

July 1998

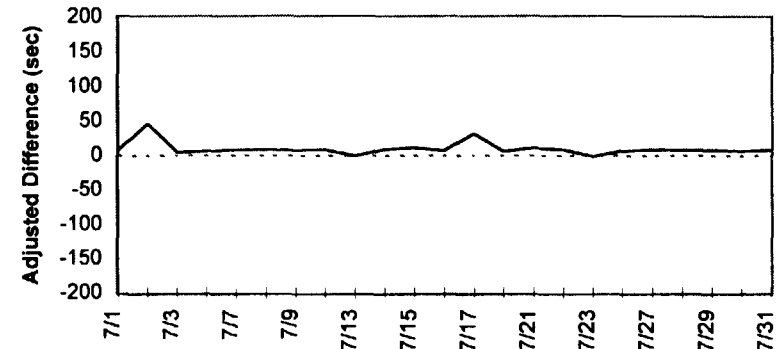
OSS Response Interval -- Decision Page

Average Response Adjusted Difference - ATLAS System



Mean	Standard Error	Test Statistic	df	P-value (percent)
5.76	2.55	2.26	22	1.72

Average Response Adjusted Difference - DSAP System

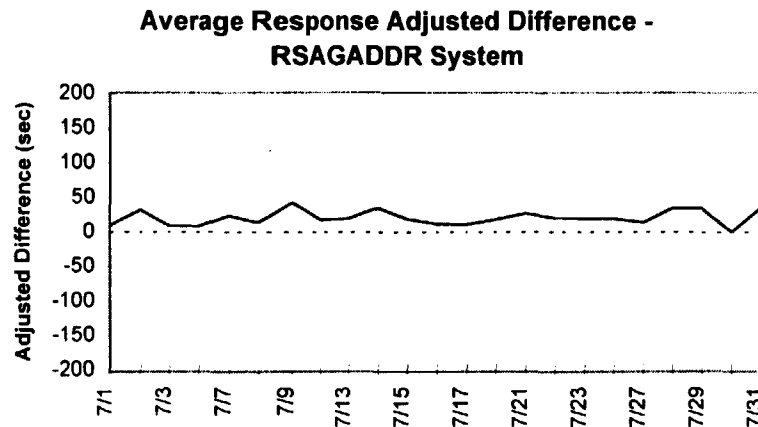


Mean	Standard Error	Test Statistic	df	P-value (percent)
9.95	3.18	3.12	22	0.25

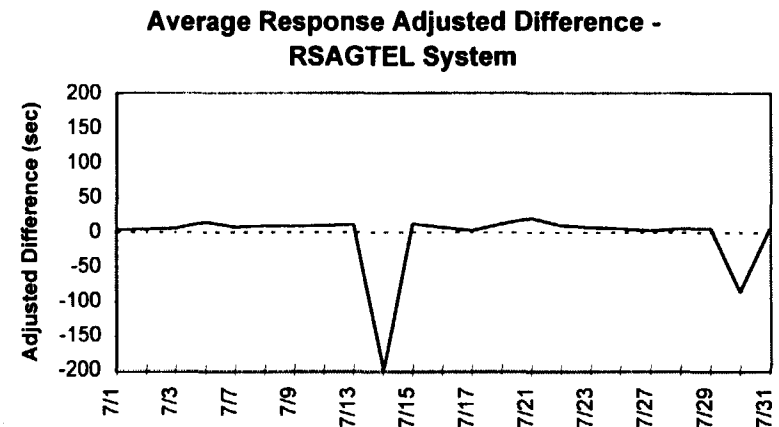
Note: On weekdays for which CLEC observations existed, but BST observations did not, the BST observations were handled as missing values and values were imputed.

July 1998

OSS Response Interval -- Decision Page



Mean	Standard Error	Test Statistic	df	P-value (percent)
20.76	6.50	3.19	22	0.21

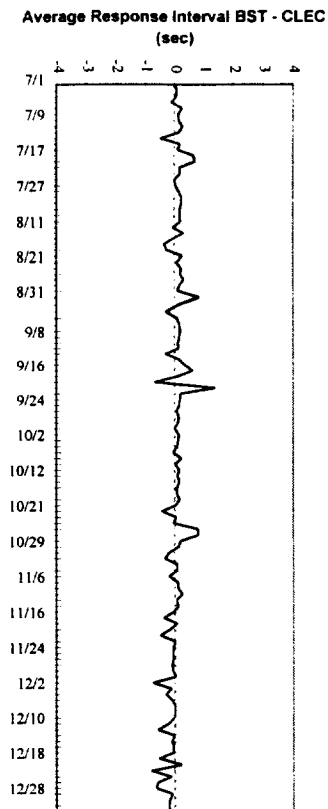


Mean	Standard Error	Test Statistic	df	P-value (percent)
-4.85	5.10	-0.95	22	17.64

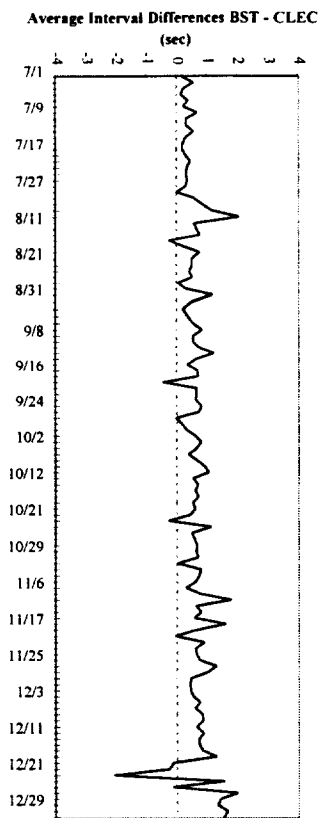
Note: On weekdays for which CLEC observations existed, but BST observations did not, the BST observations were handled as missing values and values were imputed.

July - December 1998
OSS Response Interval -- Document Page

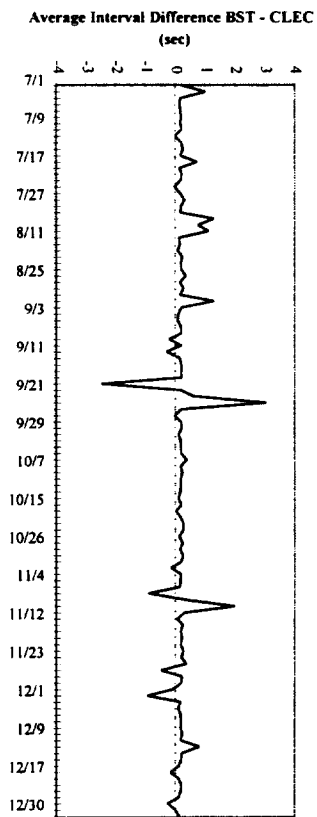
Average OSS Response Interval Differences - ATLAS System



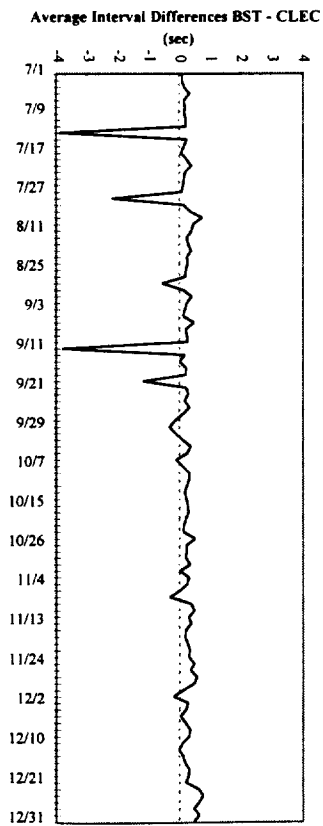
Average OSS Interval Differences - RSAGADDDR System



Average OSS Interval Differences - DSAP System



Average OSS Interval Differences - RSAGTEL System



July - December 1998 OSS Response Interval -- Document Page

Time Series Analysis Results

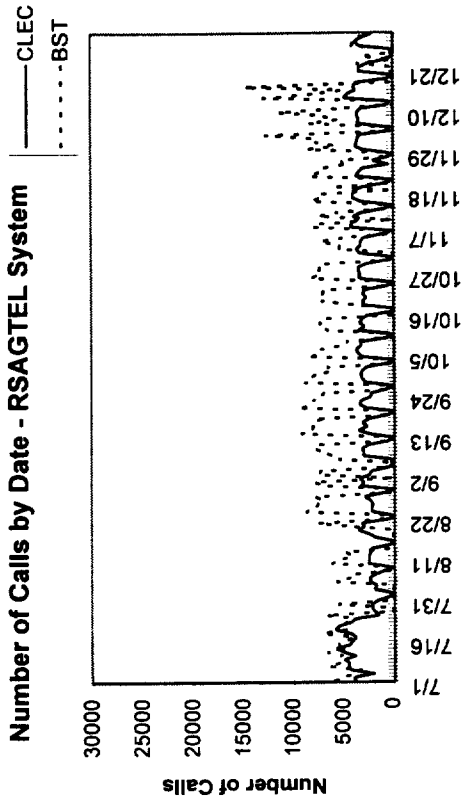
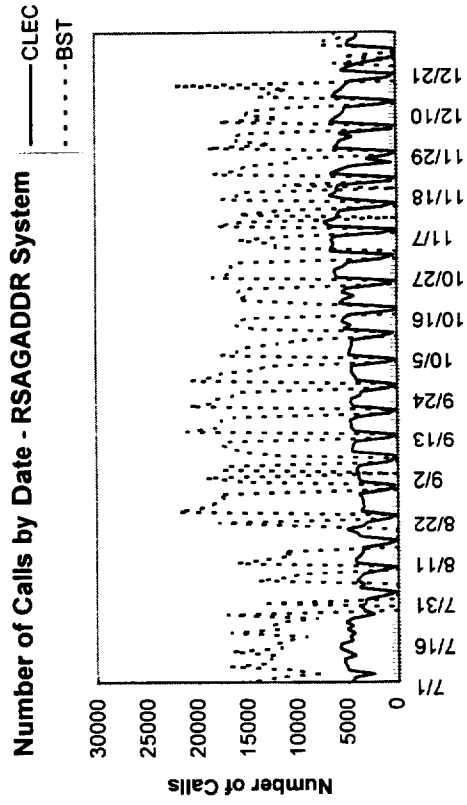
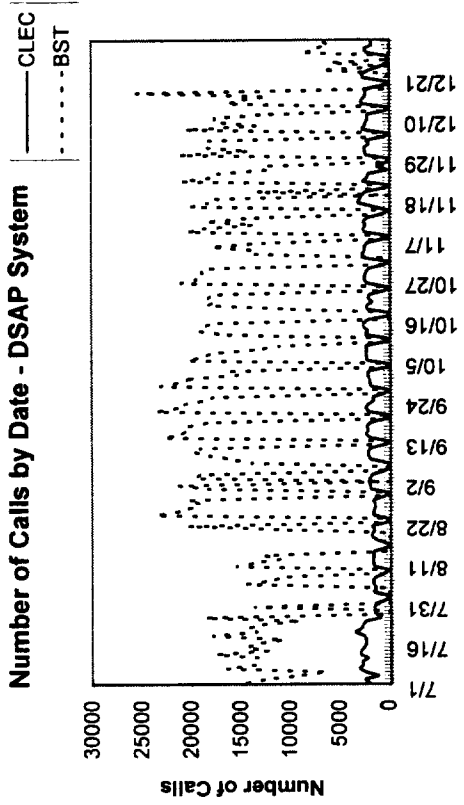
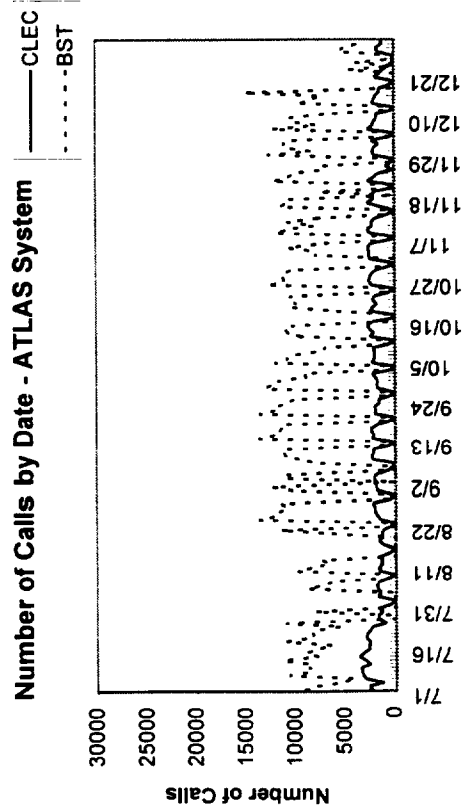
System	Result	Parameters	Estimated White Noise Variance
ATLAS	AR(1) model	$\phi_1=.168682$	1504955000
DSAP	AR(3) model	$\phi_1=.075329$ $\phi_2=-.086617$ $\phi_3=-.256442$	353610000
RSAGADDR	AR(3) model	$\phi_1=.173137$ $\phi_2=-.049263$ $\phi_3=.173076$	518551000
RSAGTEL	white noise	-	599188000

The residuals of each series were tested under the Ljung-Box and McLeod-Li portmanteau tests of independence. These tests of independence assume independent data under the null hypothesis and are approximately chi-squared with twenty degrees of freedom.

System	Ljung-Box test statistic	P-value (percent)	McLeod-Li test statistic	P-value (percent)
ATLAS	37.0630	1.1500	17.3750	62.8506
DSAP	23.1860	27.9754	18.2660	56.9890
RSAGADDR	15.5880	74.1833	15.5860	74.1953
RSAGTEL	12.8280	88.4641	2.6927	99.9998

July - December 1998

OSS Response Interval -- Document Page



July 1998

OSS Response Interval Imputed and Removed Values

Weekdays for which no BST value was reported, an adjusted difference was imputed for the purposes of time series analysis, thus handling the observation as if it were missing data. As a result of low volume of calls, all CLEC weekend values were removed.

CLEC Values Imputed (weekdays)			
Date	System	# Calls	Average Seconds
7/28/98	ATLAS	1605	0.74
7/28/98	DSAP	1311	0.44
7/28/98	RSAGADDR	3238	1.08
7/28/98	RSAGTEL	1862	1.12
7/29/98	ATLAS	1605	0.64
7/29/98	DSAP	1497	0.33
7/29/98	RSAGADDR	3610	1.12
7/29/98	RSAGTEL	2154	1.10
7/31/98	ATLAS	1360	0.60
7/31/98	DSAP	1286	0.50
7/31/98	RSAGADDR	3130	0.95
7/31/98	RSAGTEL	1672	1.02

CLEC Values Removed (weekends)			
Date	System	# Calls	Average Seconds

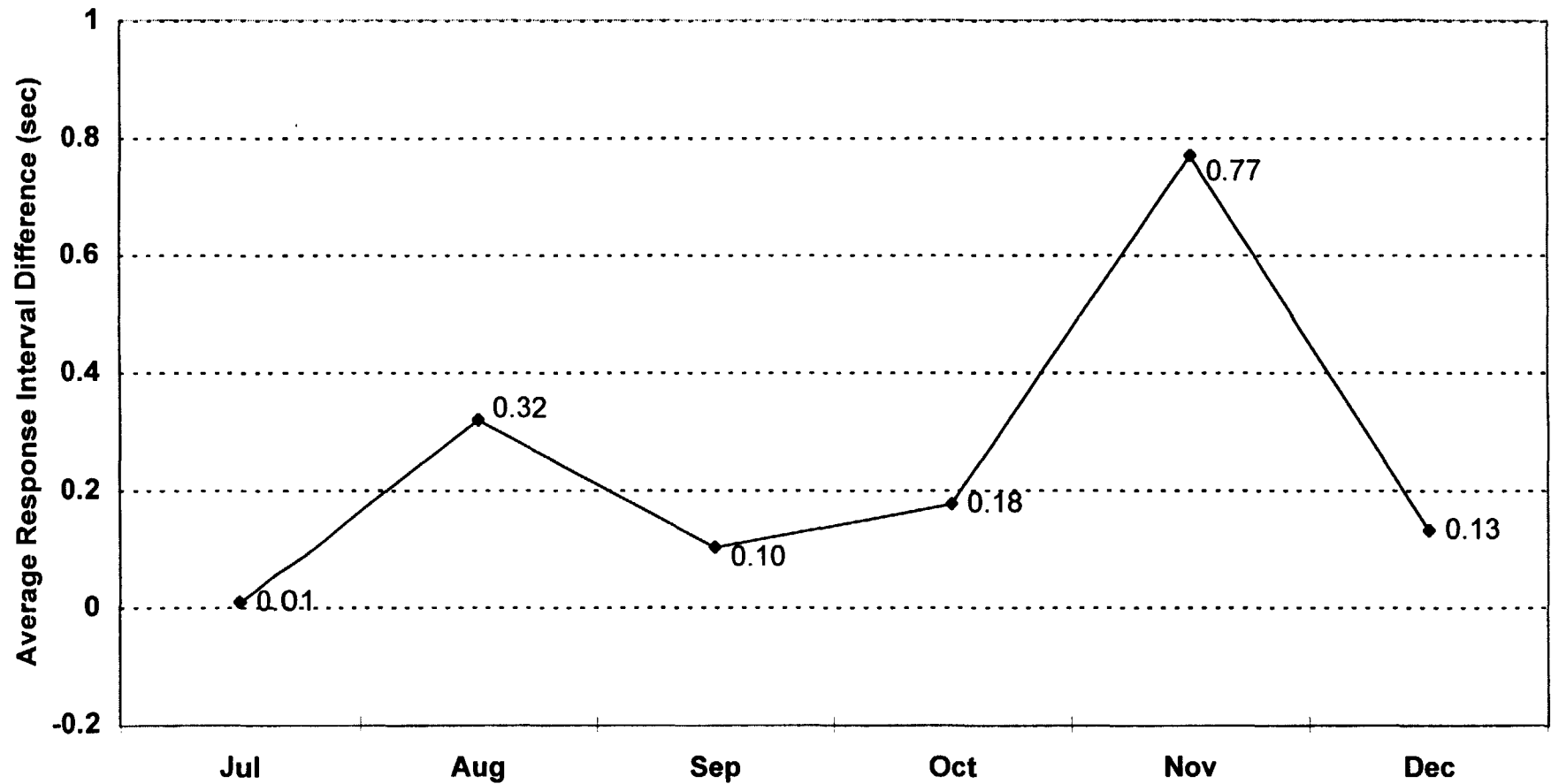


OSS Response Interval

August 1998

OSS Response Interval

Mean Differences by Month - Overall Series



August 1998 OSS Response Interval Web Report

This table displays BellSouth and CLEC information based on data received. No official web report was available at time of report generation.

SYSTEM	BST (RNS)				CLEC (LENS)			
	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	# OF CALLS	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	# OF CALLS
RSAG								
BY TN			1.16	91823			0.99	53964
BY ADDR			1.67	224099			1.01	83238
ATLAS			0.78	141153			0.57	34191
DSAP			0.94	243449			0.45	34508
CRSACCTS ¹								
OASISNET ³								
OASISBSN ²								
OASISCAR ²								
OASISLPC ²								
OASISMTN ²								
OASISOCP ³								
OASISBIG ²								
HAL/CRIS ²								
COFI/USOC ²								
PSIMS/ORB ²								

Note 1: CSR data is retrieved via the CRSACCTS contract in RNS and the HAL/CRIS contract in LENS. The HAL/CRIS response time shown above includes processing time for filtering and formatting CSR data which is not included in the CRSACCTS contract. RNS time reflects the handling of residence orders only, while LENS time reflects the handling of both residence and more complex business orders.

Note 2: Service/feature availability is retrieved via a series of OASIS contracts in RNS and via calls to COFFI and P/SIMS in LENS.

Note 3: OASIS contract in RNS replaced by OASISBIG.

August 1998

OSS Response Interval Web Report Verification

This section reports whether there are any inconsistencies between the data reported on the web and calculations done during our processing. Excludes all non-like-to-like systems. Since individual calls are not reported, only Average Seconds and # of Calls can be verified.

Verify CLEC Web Report Values

Matched	Did Not Match

Verify BST Web Report Values

Matched	Did Not Match

CLEC Inconsistencies					BST Inconsistencies				
<u>System</u>	<u>Average Seconds</u>		<u># of Calls</u>		<u>System</u>	<u>Average Seconds</u>		<u># of Calls</u>	
	<u>Web Report</u>	<u>Raw Data</u>	<u>Web Report</u>	<u>Raw Data</u>		<u>Web Report</u>	<u>Raw Data</u>	<u>Web Report</u>	<u>Raw Data</u>

Explanation (as needed): Official web report was not available.

August 1998

OSS Response Interval Filtering Information

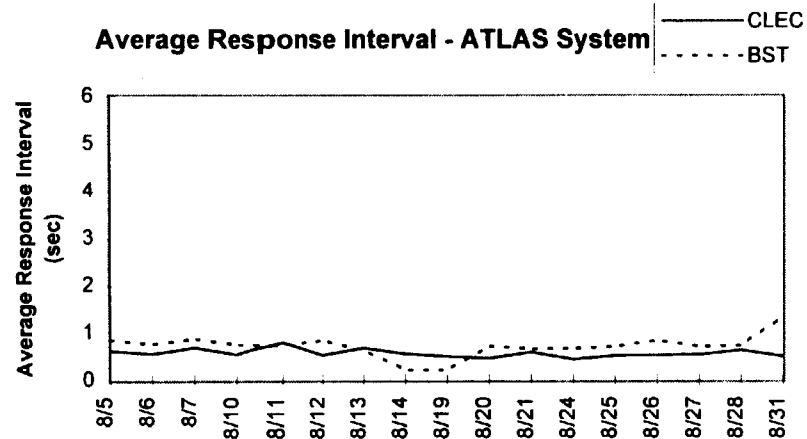
This table displays information about the size of the database files and the cases that were removed from the analysis.

BST	
Unfiltered Total	158
Uncomparable System Records Removed	
CRSACCTS	17
OASISBSN	17
OASISCAR	15
OASISLPC	15
OASISMTN	15
OASISBIG	15
Weekend Records Removed	0
FILTERED TOTAL	64

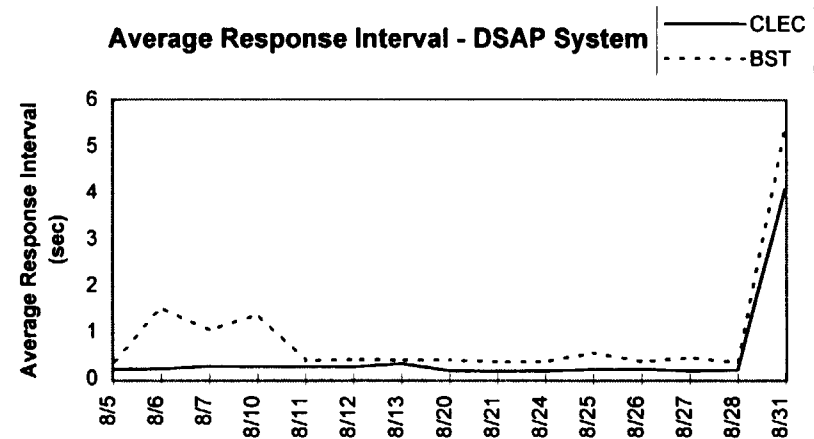
CLEC	
Unfiltered Total	217
Uncomparable System Records Removed	
HAL/CRIS	31
COFI/USOC	31
PSIMS/ORB	31
Weekend Records Removed	40
FILTERED TOTAL	84

August 1998

OSS Response Interval -- Descriptive Page



Service Provider	Mean
BST	0.7812
CLEC	0.5755
Difference	0.2057

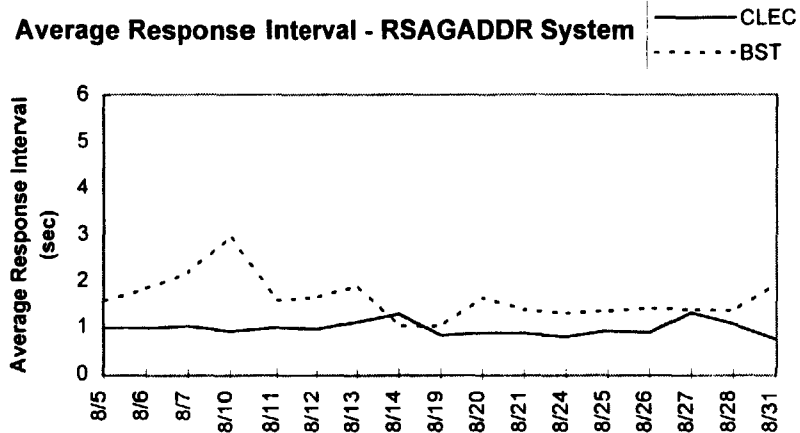


Service Provider	Mean
BST	0.9351
CLEC	0.4698
Difference	0.4653

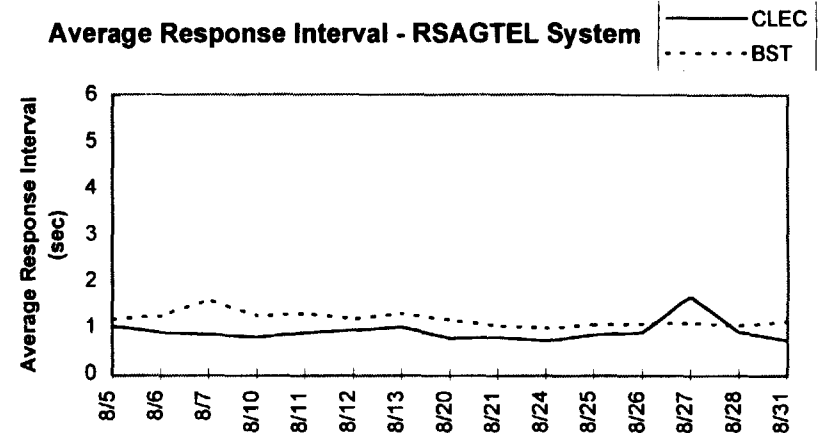
Note: Sums of squares were unavailable for the Response Interval, thus a standard deviation could not be calculated for these measures.

August 1998

OSS Response Interval -- Descriptive Page



Service Provider	Mean
BST	1.6652
CLEC	1.0160
Difference	0.6492



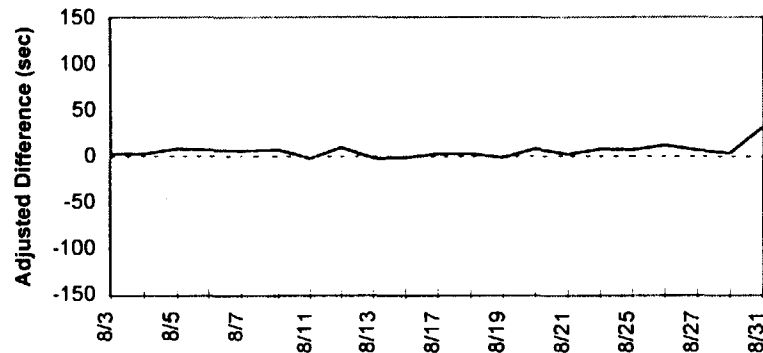
Service Provider	Mean
BST	1.1585
CLEC	0.9999
Difference	0.1585

Note: Sums of squares were unavailable for the Response Interval, thus a standard deviation could not be calculated for these measures.

August 1998

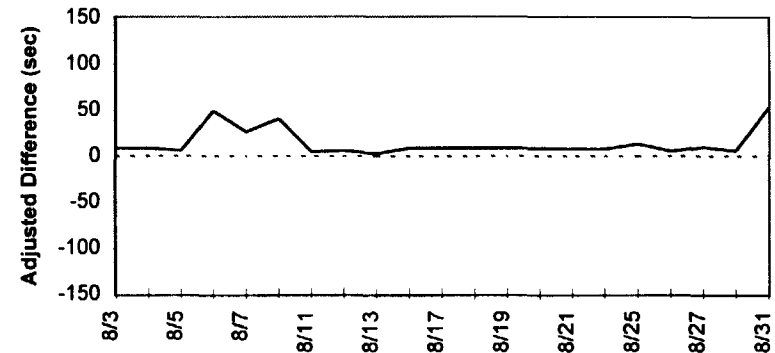
OSS Response Interval -- Decision Page

Average Response Adjusted Difference - ATLAS System



Mean	Standard Error	Test Statistic	df	P-value (percent)
6.19	2.67	2.32	20	1.55

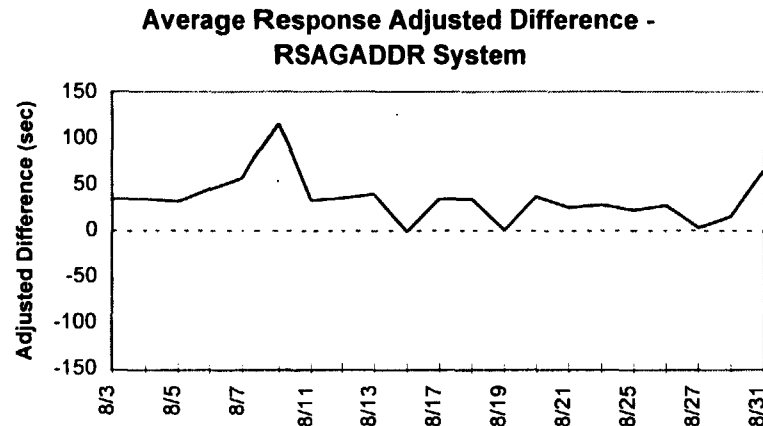
Average Response Adjusted Difference - DSAP System



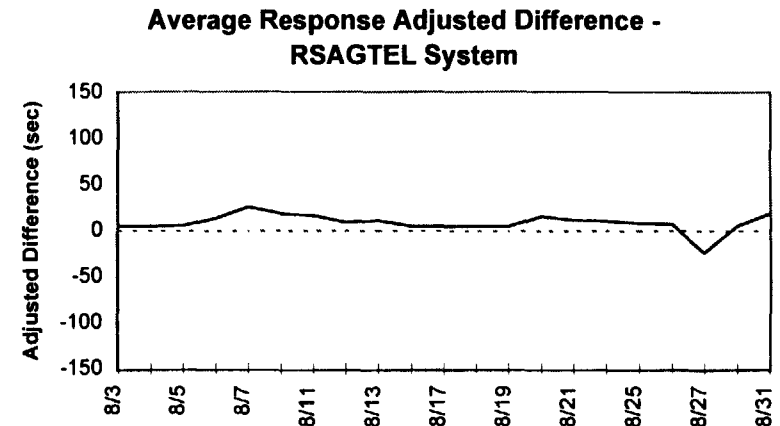
Mean	Standard Error	Test Statistic	df	P-value (percent)
14.21	3.34	4.25	20	0.02

Note: On weekdays for which CLEC observations existed, but BST observations did not, the BST observations were handled as missing values and values were imputed.

August 1998 OSS Response Interval -- Decision Page



Mean	Standard Error	Test Statistic	df	P-value (percent)
34.57	6.79	5.10	20	0.00

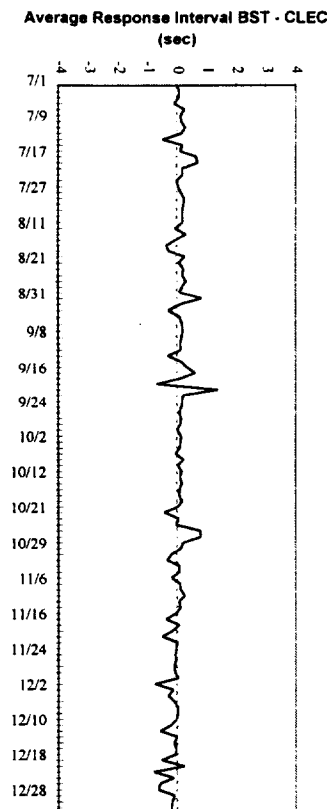


Mean	Standard Error	Test Statistic	df	P-value (percent)
9.130892	5.341606	1.709391	20	5.14

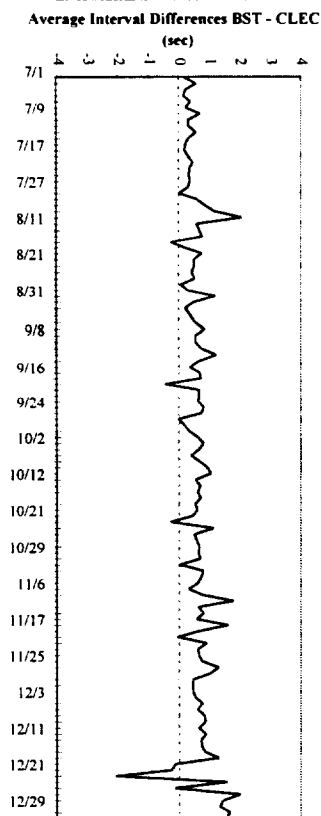
Note: On weekdays for which CLEC observations existed, but BST observations did not, the BST observations were handled as missing values and values were imputed.

July - December 1998 OSS Response Interval -- Document Page

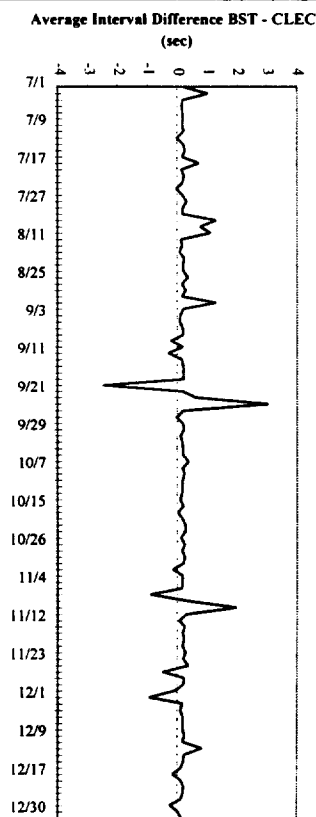
Average OSS Response Interval Differences - ATLAS System



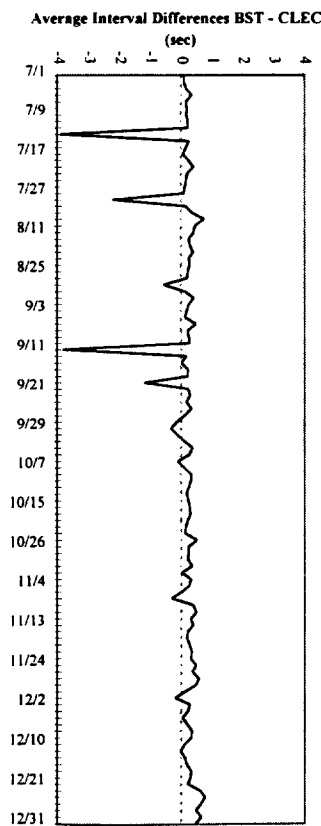
Average OSS Interval Differences - RSAC/ADDR System



Average OSS Interval Differences - DSAP System



Average OSS Interval Differences - RSAC/TEL System



July - December 1998

OSS Response Interval -- Document Page

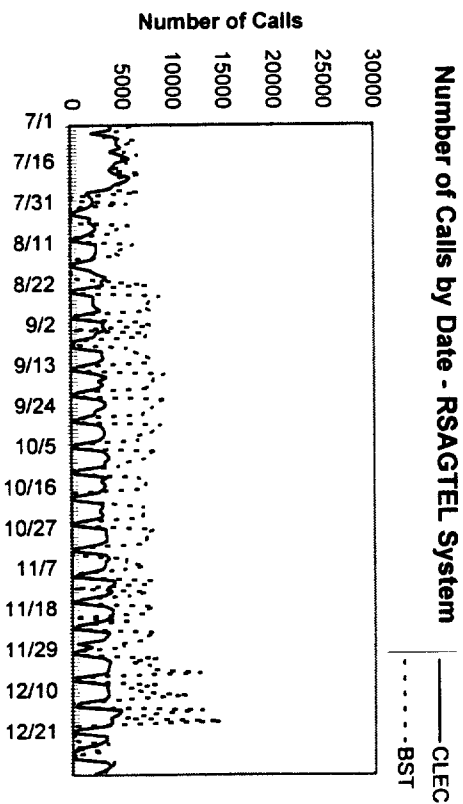
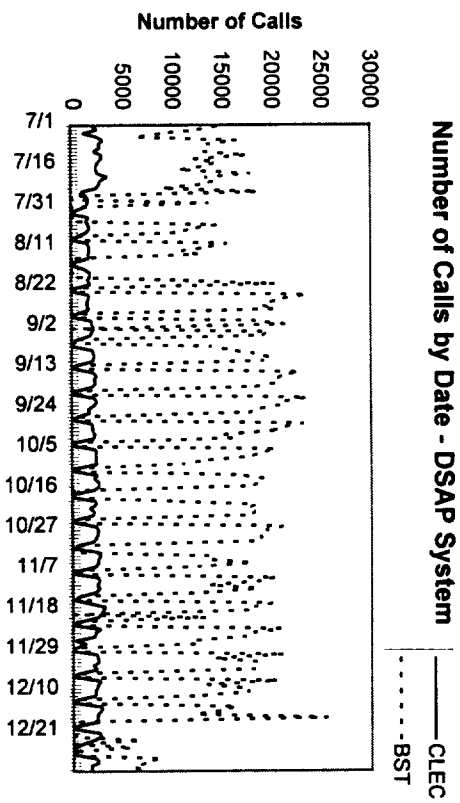
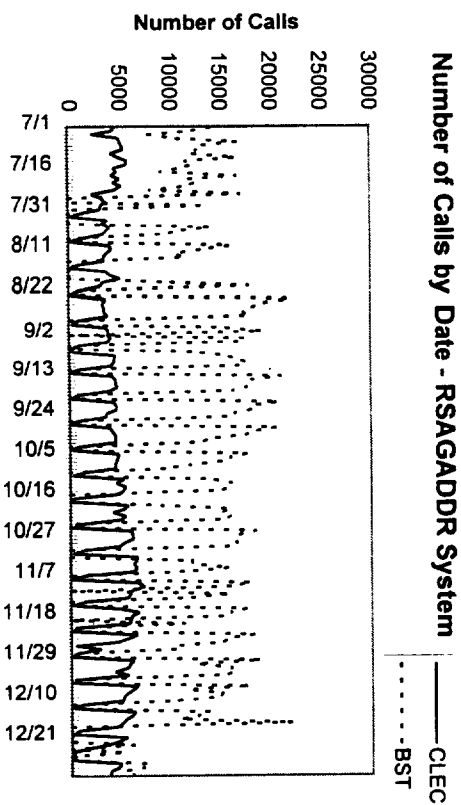
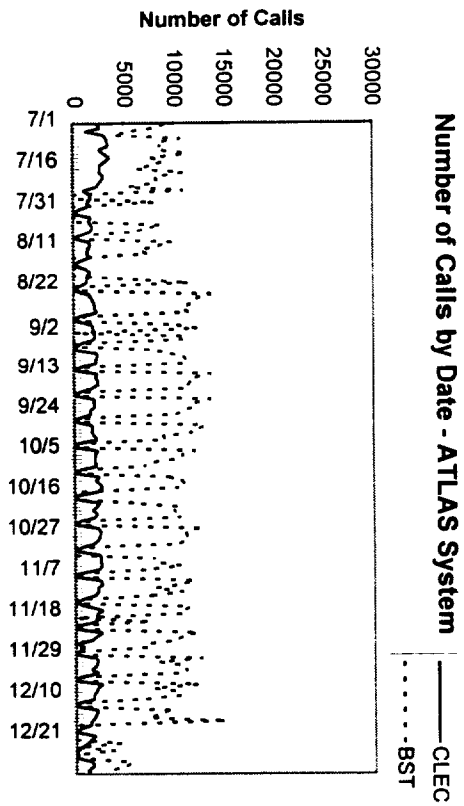
Time Series Analysis Results

System	Result	Parameters	Estimated White Noise Variance
ATLAS	AR(1) model	$\phi_1 = .168682$	1504955000
DSAP	AR(3) model	$\phi_1 = .075329$ $\phi_2 = -.086617$ $\phi_3 = -.256442$	353610000
RSAGADDR	AR(3) model	$\phi_1 = .173137$ $\phi_2 = -.049263$ $\phi_3 = .173076$	518551000
RSAGTEL	white noise	-	599188000

The residuals of each series were tested under the Ljung-Box and McLeod-Li portmanteau tests of independence. These tests of independence assume independent data under the null hypothesis and are approximately chi-squared with twenty degrees of freedom.

System	Ljung-Box test statistic	P-value (percent)	McLeod-Li test statistic	P-value (percent)
ATLAS	37.0630	1.1500	17.3750	62.8506
DSAP	23.1860	27.9754	18.2660	56.9890
RSAGADDR	15.5880	74.1833	15.5860	74.1953
RSAGTEL	12.8280	88.4641	2.6927	99.9998

July - December 1998 OSS Response Interval -- Document Page



August 1998

OSS Response Interval Imputed and Removed Values

Weekdays for which no BST value was reported, an adjusted difference was imputed for the purposes of time series analysis, thus handling the observation as if it were missing data. As a result of low volume of calls, all CLEC weekend values were removed.

CLEC Values Imputed (weekdays)			
Date	System	# calls	Average Seconds
8/3/98	ATLAS	1633	0.64
8/3/98	DSAP	1599	0.36
8/3/98	RSAGADDR	3854	1.04
8/3/98	RSAGTEL	1918	0.99
8/4/98	ATLAS	1417	0.63
8/4/98	DSAP	1287	0.29
8/4/98	RSAGADDR	3297	1.25
8/4/98	RSAGTEL	1693	0.99
8/14/98	DSAP	1599	0.23
8/14/98	RSAGTEL	2173	1.43
8/17/98	ATLAS	1120	0.50
8/17/98	DSAP	1152	0.43
8/17/98	RSAGADDR	3646	1.03
8/17/98	RSAGTEL	1816	0.96
8/18/98	ATLAS	1519	0.57
8/18/98	DSAP	1740	0.34
8/18/98	RSAGADDR	4024	1.26
8/18/98	RSAGTEL	2444	2.26
8/19/98	DSAP	1670	0.19
8/19/98	RSAGTEL	3489	0.75

CLEC Values Removed (weekends)			
Date	System	# calls	Average Seconds
8/1/98	ATLAS	338	0.51
8/1/98	DSAPDDI	316	0.24
8/1/98	RSAGADDR	1071	0.86
8/1/98	RSAGTEL	373	0.65
8/2/98	ATLAS	109	0.55
8/2/98	DSAPDDI	73	0.14
8/2/98	RSAGADDR	160	1.25
8/2/98	RSAGTEL	66	1.11
8/8/98	ATLAS	580	0.46
8/8/98	DSAPDDI	544	0.17
8/8/98	RSAGADDR	1424	0.77
8/8/98	RSAGTEL	902	0.75
8/9/98	ATLAS	46	0.70
8/9/98	DSAPDDI	70	0.23
8/9/98	RSAGADDR	77	1.15
8/9/98	RSAGTEL	73	1.25
8/15/98	ATLAS	351	0.60
8/15/98	DSAPDDI	276	0.20
8/15/98	RSAGADDR	822	0.89
8/15/98	RSAGTEL	324	0.90

August 1998 - continued

OSS Response Interval Imputed and Removed Values

Weekdays for which no BST value was reported, an adjusted difference was imputed for the purposes of time series analysis, thus handling the observation as if it were missing data. As a result of low volume of calls, all CLEC weekend values were removed.

CLEC Values Imputed (weekdays)			
Date	System	# calls	Average Seconds

CLEC Values Removed (weekends)			
Date	System	# calls	Average Seconds
8/16/98	ATLAS	11	0.85
8/16/98	DSAPDDI	38	0.15
8/16/98	RSAGADDR	37	1.17
8/16/98	RSAGTEL	50	1.10
8/22/98	ATLAS	391	0.46
8/22/98	DSAPDDI	334	0.31
8/22/98	RSAGADDR	917	1.38
8/22/98	RSAGTEL	372	0.63
8/23/98	ATLAS	68	0.65
8/23/98	DSAPDDI	55	0.22
8/23/98	RSAGADDR	140	0.96
8/23/98	RSAGTEL	80	1.10
8/29/98	ATLAS	332	0.51
8/29/98	DSAPDDI	423	0.16
8/29/98	RSAGADDR	886	0.80
8/29/98	RSAGTEL	824	0.77
8/30/98	ATLAS	128	0.56
8/30/98	DSAPDDI	72	0.19
8/30/98	RSAGADDR	187	1.04
8/30/98	RSAGTEL	78	1.07

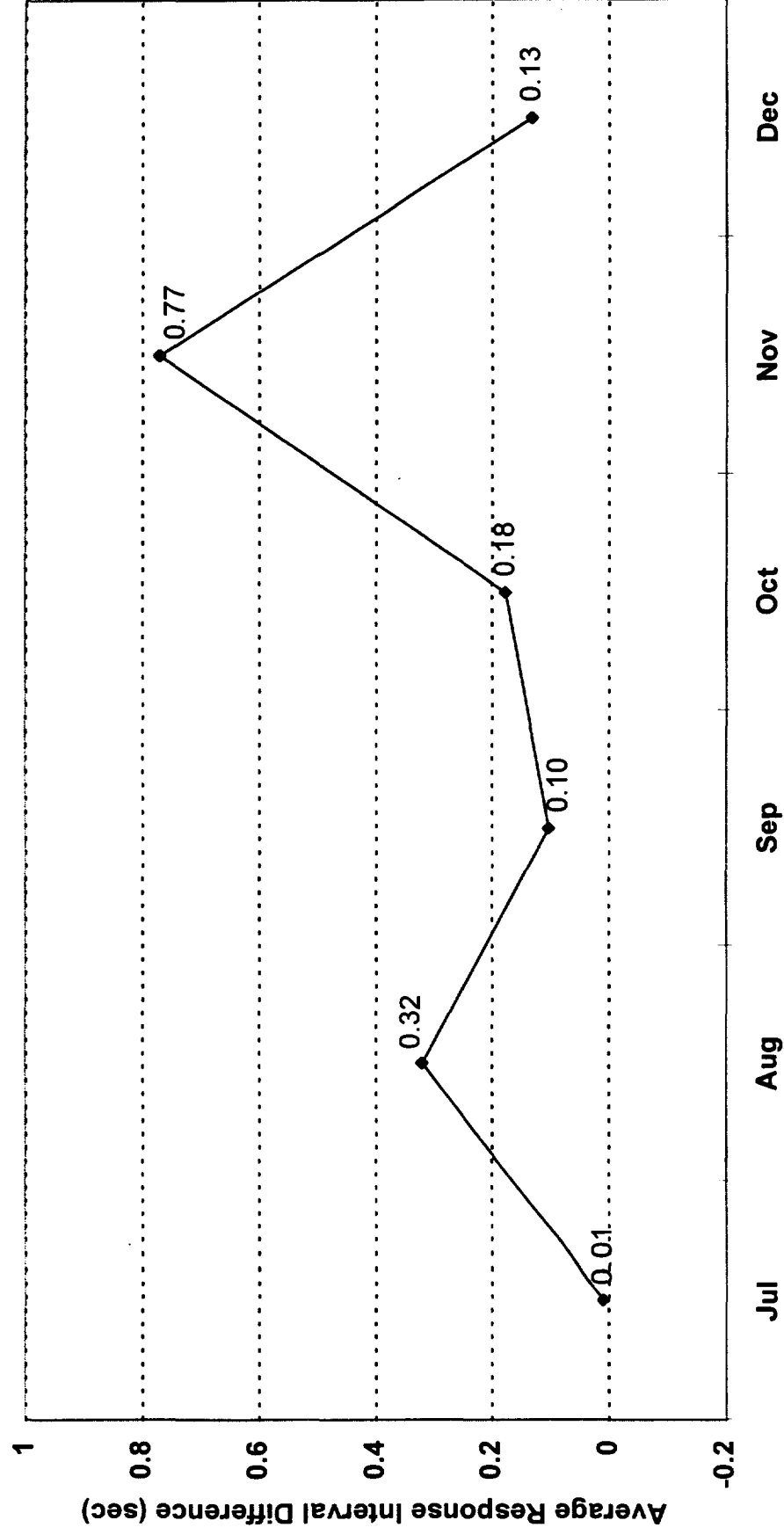


OSS Response Interval

September 1998

OSS Response Interval

Mean Differences by Month - Overall Series



September 1998 OSS Response Interval Web Report

This table displays BellSouth and CLEC information based on data received. No official web report was available at time of report generation.

SYSTEM	BST (RNS)				CLEC (LENS)			
	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	# OF CALLS	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	# OF CALLS
RSAG								
BY TN			1.14	161567			1.19	62089
BY ADDR			1.71	368913			1.16	92423
ATLAS			0.83	238788			0.63	41351
DSAP			0.59	416141			0.40	43030
CRSACCTS ¹								
OASISNET ³								
OASISBSN ²								
OASISCAR ²								
OASISLPC ²								
OASISMTN ²								
OASISOCP ³								
OASISBIG ²								
HAL/CRIS ²								
COFI/USOC ²								
PSIMS/ORB ²								

Note 1: CSR data is retrieved via the CRSACCTS contract in RNS and the HAL/CRIS contract in LENS. The HAL/CRIS response time shown above includes processing time for filtering and formatting CSR data which is not included in the CRSACCTS contract. RNS time reflects the handling of residence orders only, while LENS time reflects the handling of both residence and more complex business orders.

Note 2: Service/feature availability is retrieved via a series of OASIS contracts in RNS and via calls to COFI and P/SIMS in LENS.

Note 3: OASIS contract in RNS replaced by OASISBIG.

September 1998

OSS Response Interval Web Report Verification

This section reports whether there are any inconsistencies between the data reported on the web and calculations done during our processing. Excludes all non-like-to-like systems. Since individual calls are not reported, only Average Seconds and # of Calls can be verified.

Verify CLEC Web Report Values

Matched	Did Not Match

Verify BST Web Report Values

Matched	Did Not Match

CLEC Inconsistencies					BST Inconsistencies				
<u>System</u>	<u>Average Seconds</u>		<u># of Calls</u>		<u>System</u>	<u>Average Seconds</u>		<u># of Calls</u>	
	<u>Web Report</u>	<u>Raw Data</u>	<u>Web Report</u>	<u>Raw Data</u>		<u>Web Report</u>	<u>Raw Data</u>	<u>Web Report</u>	<u>Raw Data</u>

Explanation (as needed): Official web report was not available.

September 1998

OSS Response Interval Filtering Information

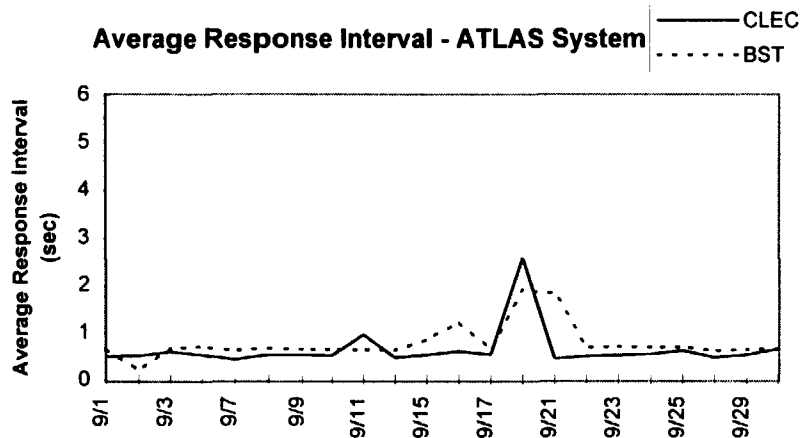
This table displays information about the size of the database files and the cases that were removed from the analysis.

BST	
Unfiltered Total	214
Uncomparable System Records Removed	
CRSACCTS	22
OASISBSN	22
OASISCAR	21
OASISLPC	21
OASISMTN	21
OASISBIG	21
Weekend Records Removed	0
FILTERED TOTAL	86

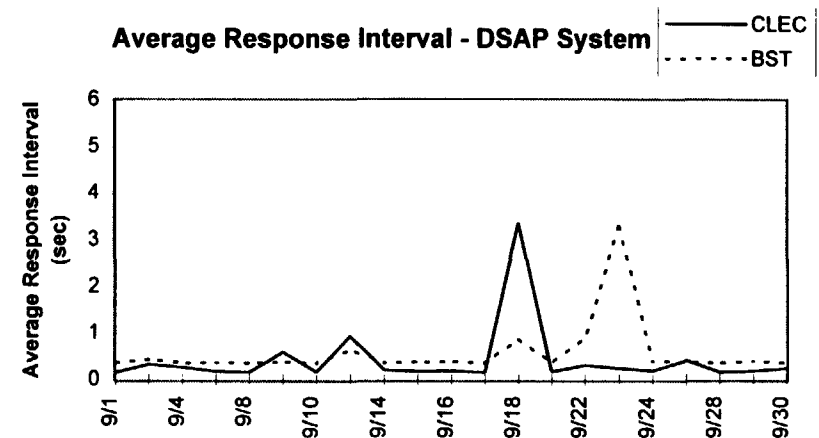
CLEC	
Unfiltered Total	209
Uncomparable System Records Removed	
HAL/CRIS	30
COFI/USOC	29
PSIMS/ORB	31
Weekend Records Removed	32
FILTERED TOTAL	87

September 1998

OSS Response Interval -- Descriptive Page



Service Provider	Mean
BST	0.8256
CLEC	0.6417
Difference	0.1839

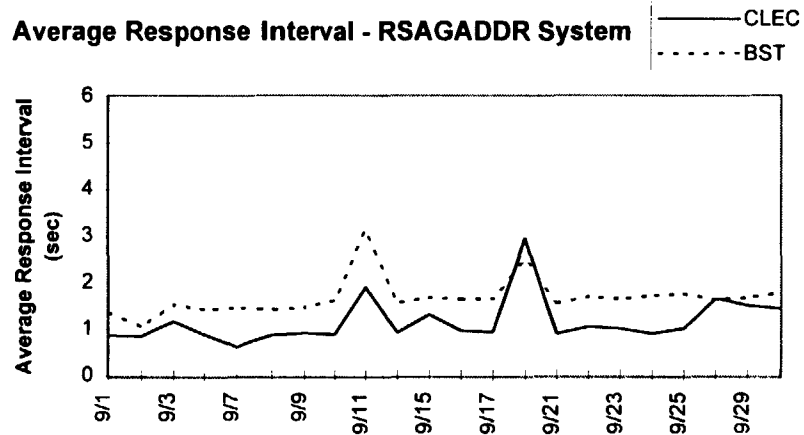


Service Provider	Mean
BST	0.5888
CLEC	0.4141
Difference	0.1747

Note: Sums of squares were unavailable for the Response Interval, thus a standard deviation could not be calculated for these measures.

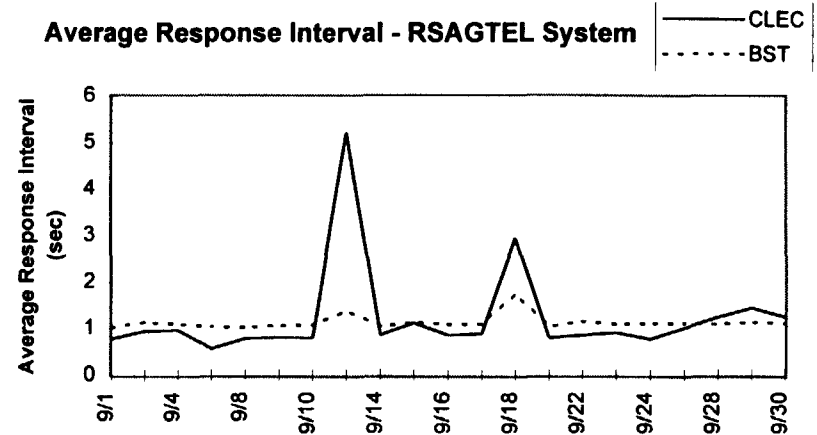
September 1998 OSS Response Interval -- Descriptive Page

Average Response Interval - RSAGADDR System



Service Provider	Mean
BST	1.7054
CLEC	1.1797
Difference	0.5257

Average Response Interval - RSAGTEL System

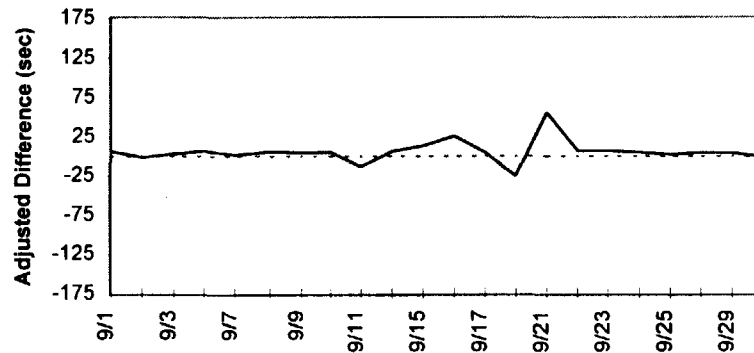


Service Provider	Mean
BST	1.1382
CLEC	1.2043
Difference	-0.0661

Note: Sums of squares were unavailable for the Response Interval, thus a standard deviation could not be calculated for these measures.

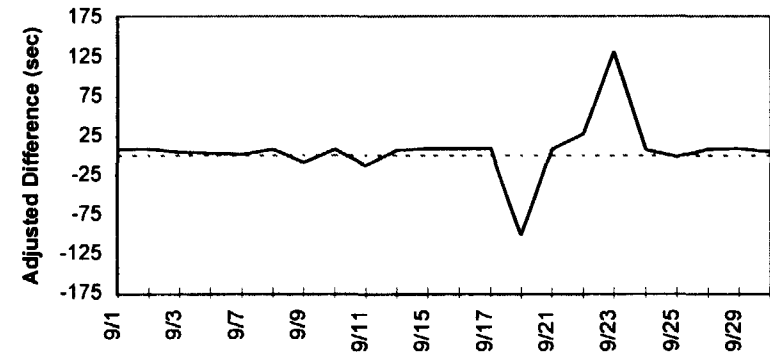
September 1998 OSS Response Interval -- Decision Page

**Average Response Adjusted Difference - ATLAS
System**



Mean	Standard Error	Test Statistic	df	P-value (percent)
3.04	2.61	1.17	21	12.85

**Average Response Adjusted Difference - DSAP
System**

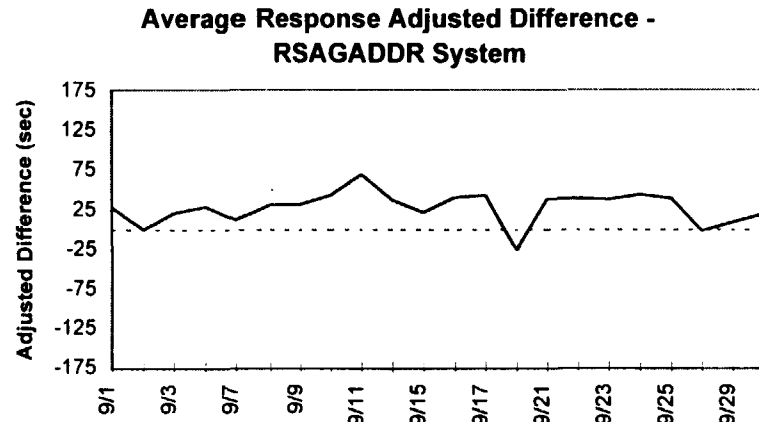


Mean	Standard Error	Test Statistic	df	P-value (percent)
6.74	3.26	2.07	21	2.56

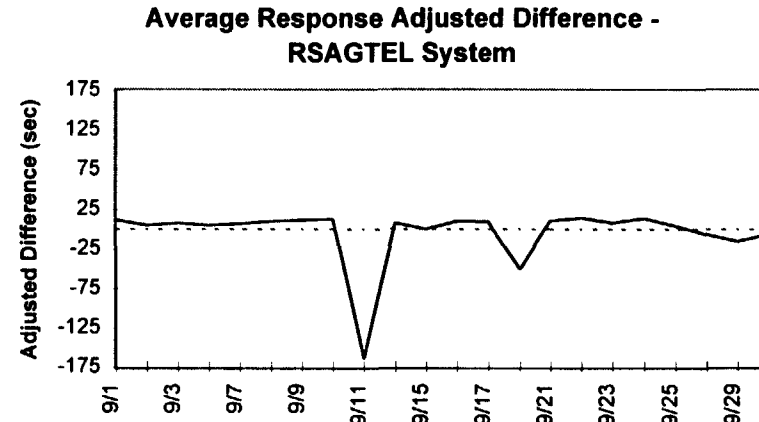
Note: On weekdays for which CLEC observations existed, but BST observations did not, the BST observations were handled as missing values and values were imputed.

September 1998

OSS Response Interval -- Decision Page



Mean	Standard Error	Test Statistic	df	P-value (percent)
27.21	6.64	4.10	21	0.03

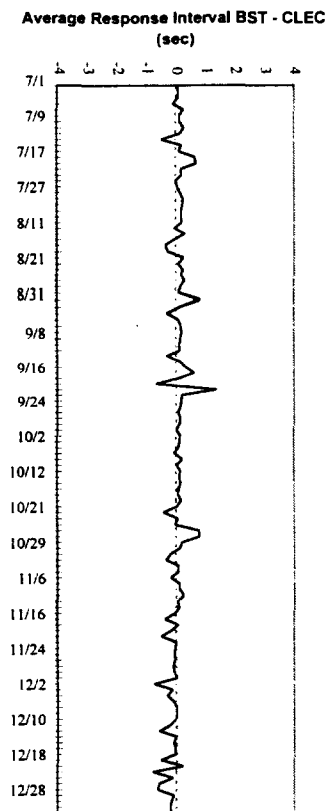


Mean	Standard Error	Test Statistic	df	P-value (percent)
-4.08	5.22	-0.78	21	22.13

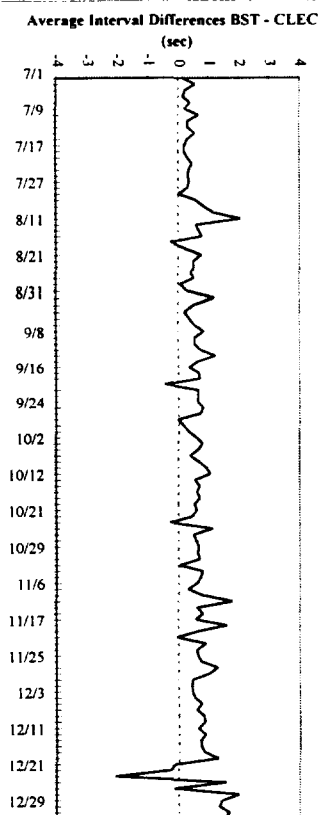
Note: On weekdays for which CLEC observations existed, but BST observations did not, the BST observations were handled as missing values and values were imputed.

July - December 1998
OSS Response Interval -- Document Page

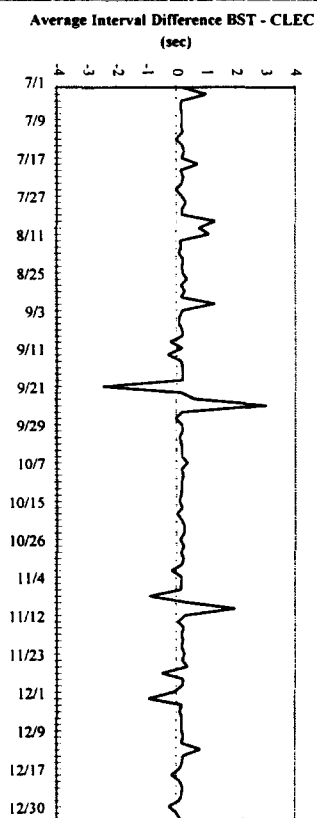
Average OSS Response Interval Differences - ATLAS System



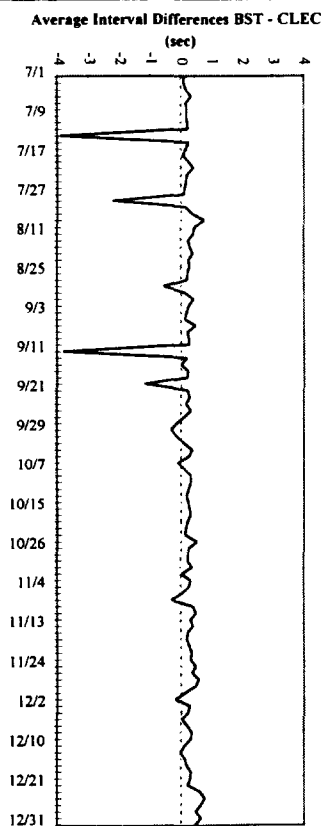
Average OSS Interval Differences - RSAGADDR System



Average OSS Interval Differences - DSAP System



Average OSS Interval Differences - RSAGTEL System



July - December 1998

OSS Response Interval -- Document Page

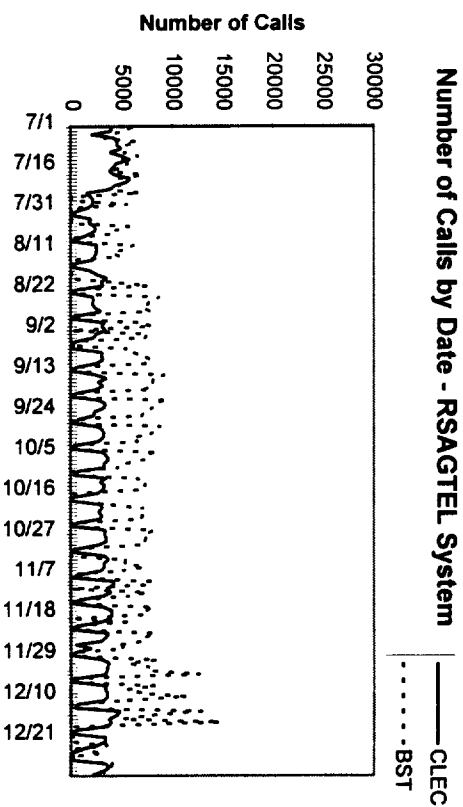
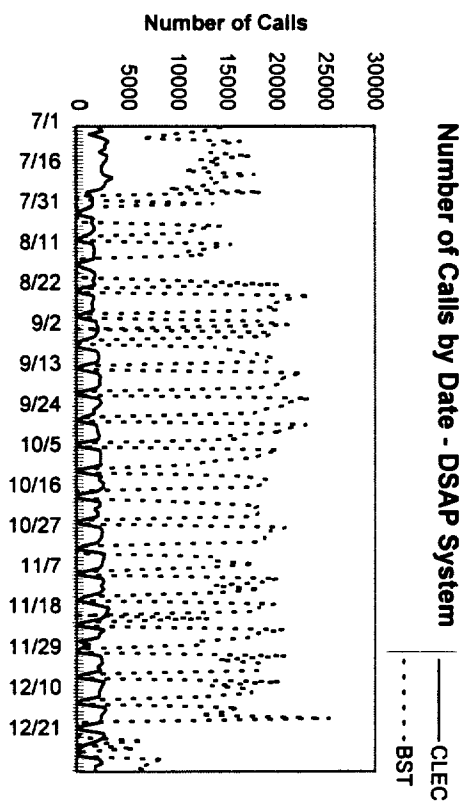
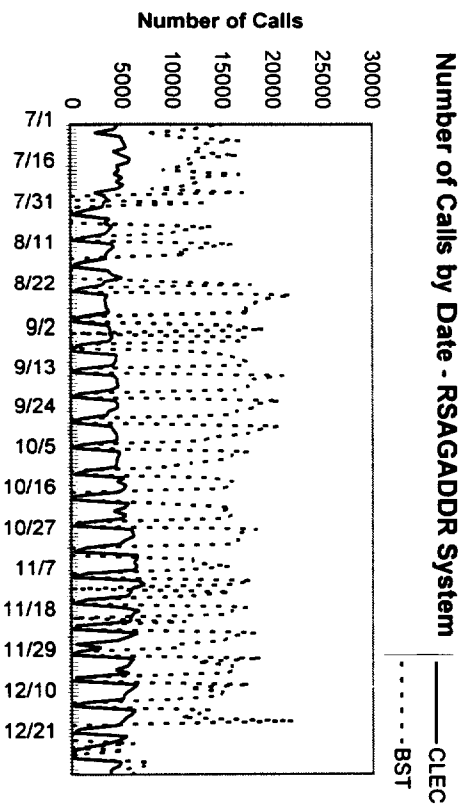
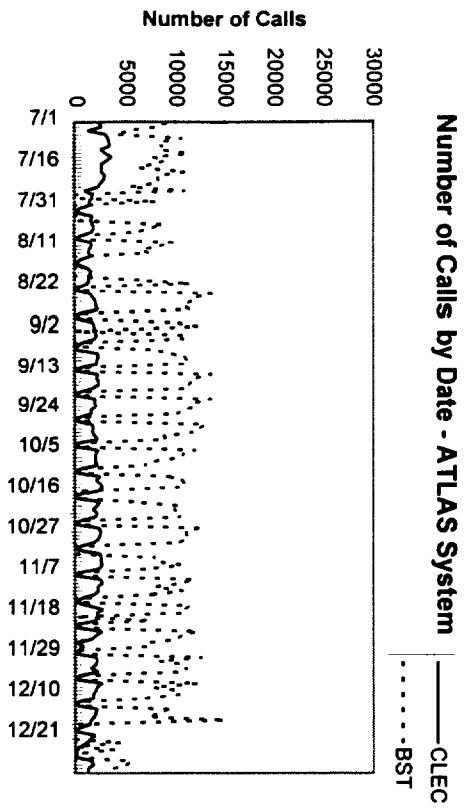
Time Series Analysis Results

System	Result	Parameters	Estimated White Noise Variance
ATLAS	AR(1) model	$\phi_1 = .168682$	1504955000
DSAP	AR(3) model	$\phi_1 = .075329$ $\phi_2 = -.086617$ $\phi_3 = -.256442$	353610000
RSAGADDR	AR(3) model	$\phi_1 = .173137$ $\phi_2 = -.049263$ $\phi_3 = .173076$	518551000
RSAGTEL	white noise	-	599188000

The residuals of each series were tested under the Ljung-Box and McLeod-Li portmanteau tests of independence. These tests of independence assume independent data under the null hypothesis and are approximately chi-squared with twenty degrees of freedom.

System	Ljung-Box test statistic	P-value (percent)	McLeod-Li test statistic	P-value (percent)
ATLAS	37.0630	1.1500	17.3750	62.8506
DSAP	23.1860	27.9754	18.2660	56.9890
RSAGADDR	15.5880	74.1833	15.5860	74.1953
RSAGTEL	12.8280	88.4641	2.6927	99.9998

July - December 1998 OSS Response Interval -- Document Page



September 1998

OSS Response Interval Imputed and Removed Values

Weekdays for which no BST value was reported, an adjusted difference was imputed for the purposes of time series analysis, thus handling the observation as if it were missing data. As a result of low volume of calls, all CLEC weekend values were removed.

CLEC Values Imputed (weekdays)			
Date	System	# calls	Average Seconds
9/2/98	DSAP	2050	0.16
9/2/98	RSAGTEL	3378	0.79

CLEC Values Removed (weekends)			
Date	System	# calls	Average Seconds
9/5/98	ATLAS	622	0.46
9/5/98	DSAPDDI	480	0.16
9/5/98	RSAGADDR	962	0.76
9/5/98	RSAGTEL	407	0.67
9/6/98	ATLAS	98	0.60
9/6/98	DSAPDDI	54	0.20
9/6/98	RSAGADDR	128	1.08
9/6/98	RSAGTEL	51	0.95
9/12/98	ATLAS	447	0.42
9/12/98	DSAPDDI	421	0.17
9/12/98	RSAGADDR	793	0.68
9/12/98	RSAGTEL	481	0.63
9/13/98	ATLAS	116	0.70
9/13/98	DSAPDDI	69	0.18
9/13/98	RSAGADDR	124	1.39
9/13/98	RSAGTEL	117	1.02
9/19/98	ATLAS	433	0.45
9/19/98	DSAPDDI	421	0.19
9/19/98	RSAGADDR	1077	0.81
9/19/98	RSAGTEL	485	0.64

September 1998 - continued

OSS Response Interval Imputed and Removed Values

Weekdays for which no BST value was reported, an adjusted difference was imputed for the purposes of time series analysis, thus handling the observation as if it were missing data. As a result of low volume of calls, all CLEC weekend values were removed.

CLEC Values Imputed (weekdays)			
Date	System	# calls	Average Seconds

CLEC Values Removed (weekends)			
Date	System	# calls	Average Seconds
9/20/98	ATLAS	7	0.99
9/20/98	DSAPDDI	13	0.18
9/20/98	RSAGADDR	36	1.20
9/20/98	RSAGTEL	33	1.23
9/26/98	ATLAS	342	0.51
9/26/98	DSAPDDI	496	0.18
9/26/98	RSAGADDR	815	0.85
9/26/98	RSAGTEL	734	0.68
9/27/98	ATLAS	6	1.26
9/27/98	DSAPDDI	13	0.18
9/27/98	RSAGADDR	29	1.34
9/27/98	RSAGTEL	29	1.24

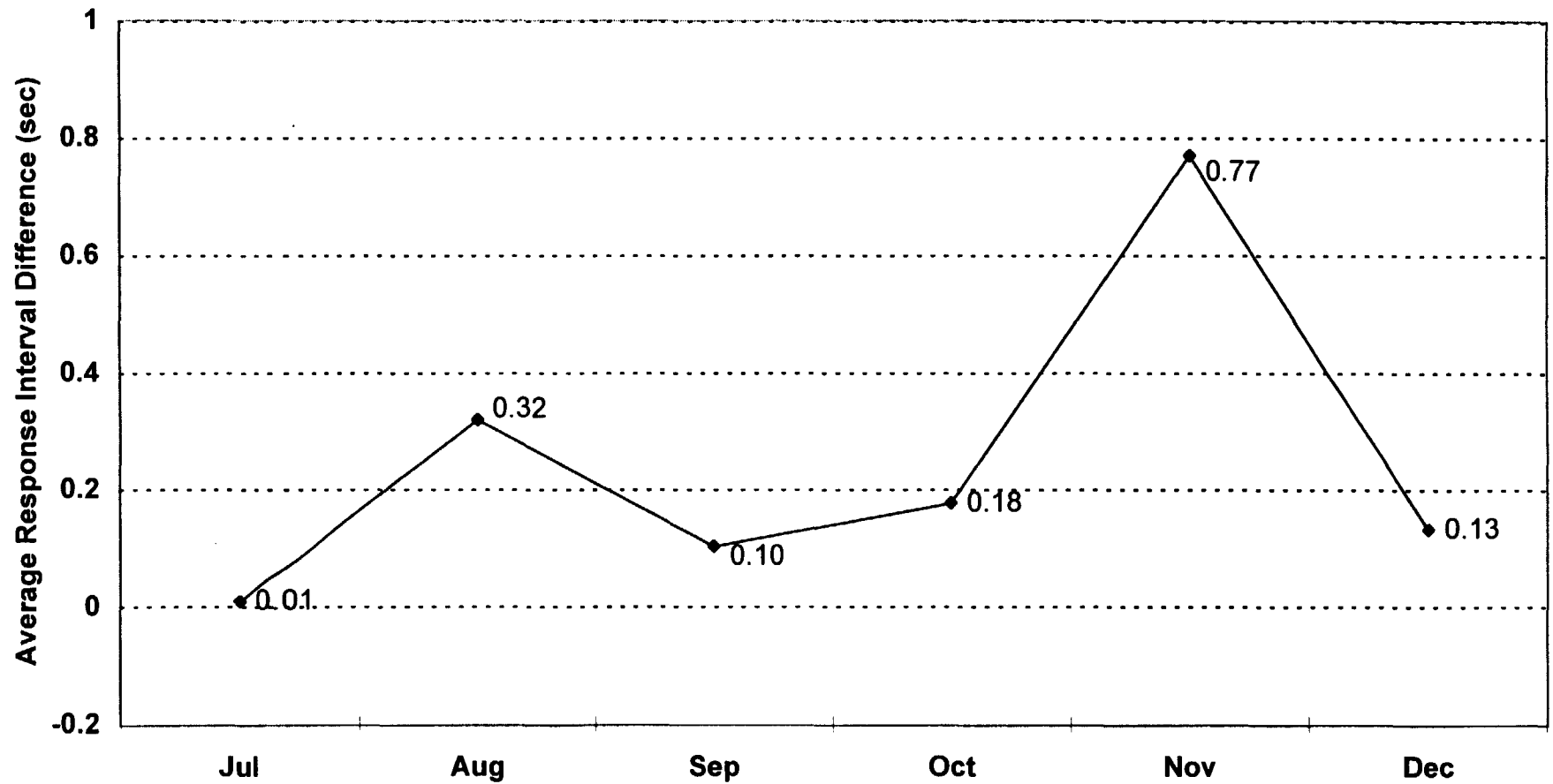


OSS Response Interval

October 1998

OSS Response Interval

Mean Differences by Month - Overall Series



October 1998

OSS Response Interval Web Report

This table displays BellSouth and CLEC information as downloaded from the December monthly web reports,
<https://clec.bellsouth.com>

SYSTEM	BST (RNS)				CLEC (LENS)			
	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	# OF CALLS	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	# OF CALLS
RSAG								
BY TN	96.87%	1.23%	1.17	141867	97.49%	0.60%	0.93	71324
BY ADDR	92.91%	1.86%	1.83	313275	93.44%	1.03%	1.20	117019
ATLAS	97.60%	1.28%	0.81	209093	98.90%	0.36%	0.65	47758
DSAP	98.82%	0.62%	0.50	363007	99.62%	0.21%	0.39	50119
CRSACCTS ¹	95.39%	1.26%	1.64	983348				
OASISNET ³								
OASISBSN ²	98.44%	0.52%	0.64	1237526				
OASISCAR ²	97.91%	0.38%	0.79	593434				
OASISLPC ²	97.97%	0.70%	0.93	140952				
OASISMTN ²	98.90%	0.45%	0.73	359904				
OASISOCP ³								
OASISBIG ²	4.34%	18.68%	4.83	1041934				
HAL/CRIS ²					8.14%	36.79%	7.93	406702
COFI/USOC ²					99.32%	0.33%	0.49	18046
PSIMS/ORB ²					54.90%	12.32%	15.57	47589

Note 1: CSR data is retrieved via the CRSACCTS contract in RNS and the HAL/CRIS contract in LENS. The HAL/CRIS response time shown above includes processing time for filtering and formatting CSR data which is not included in the CRSACCTS contract. RNS time reflects the handling of residence orders only, while LENS time reflects the handling of both residence and more complex business orders.

Note 2: Service/feature availability is retrieved via a series of OASIS contracts in RNS and via calls to COFI and P/SIMS in LENS.

Note 3: OASIS contract in RNS replaced by OASISBIG.

October 1998

OSS Response Interval Web Report Verification

This section reports whether there are any inconsistencies between the data reported on the web and calculations done during our processing. Excludes all non-like-to-like systems. Since individual calls are not reported, only Average Seconds and # of Calls can be verified.

Verify CLEC Web Report Values

Matched	Did Not Match
8	0

Verify BST Web Report Values

Matched	Did Not Match
8	0

CLEC Inconsistencies					BST Inconsistencies				
<u>System</u>	<u>Average Seconds</u>		<u># of Calls</u>		<u>System</u>	<u>Average Seconds</u>		<u># of Calls</u>	
	<u>Web Report</u>	<u>Raw Data</u>	<u>Web Report</u>	<u>Raw Data</u>		<u>Web Report</u>	<u>Raw Data</u>	<u>Web Report</u>	<u>Raw Data</u>

Explanation (as needed)

October 1998 OSS Response Interval Filtering Information

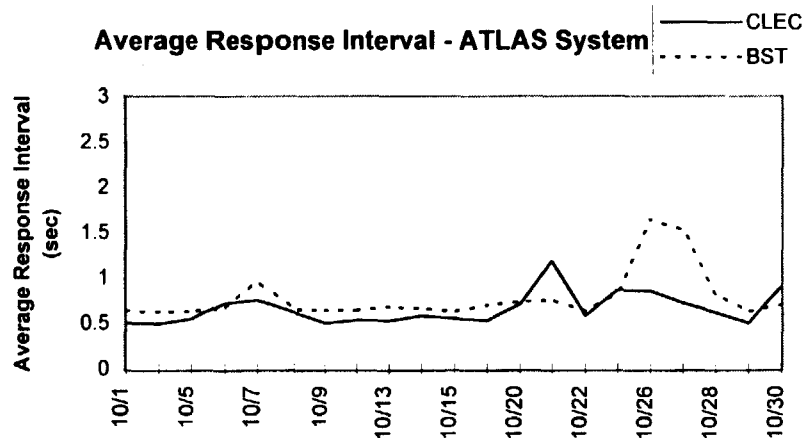
This table displays information about the size of the database files and the cases that were removed from the analysis.

BST	
Unfiltered Total	210
Uncomparable System Records Removed	
CRSACCTS	21
OASISBSN	21
OASISCAR	21
OASISLPC	21
OASISMTN	21
OASISBIG	21
Weekend Records Removed	0
FILTERED TOTAL	84

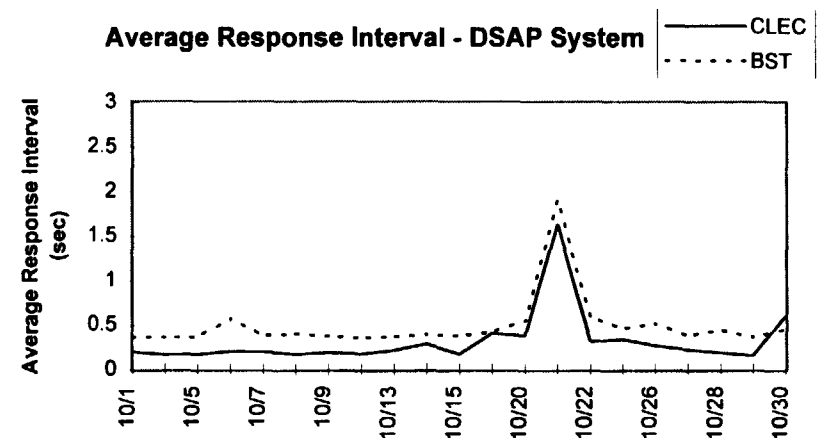
CLEC	
Unfiltered Total	217
Uncomparable System Records Removed	
HAL/CRIS	31
COFI/USOC	31
PSIMS/ORB	31
Weekend Records Removed	36
FILTERED TOTAL	88

October 1998

OSS Response Interval -- Descriptive Page



Service Provider	Mean
BST	0.8056
CLEC	0.6552
Difference	0.1504

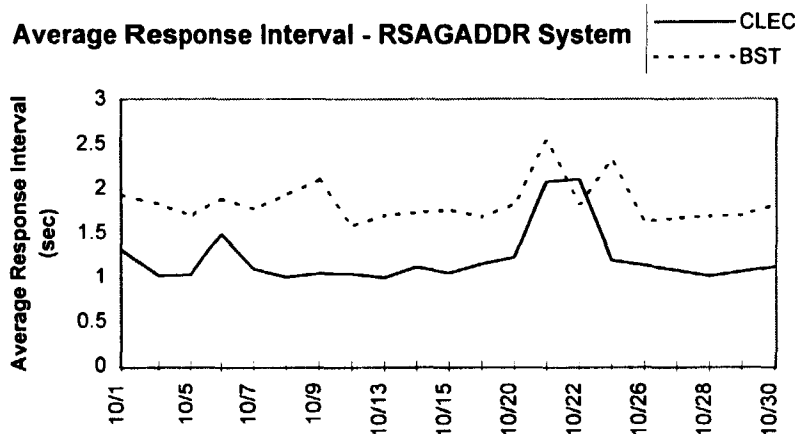


Service Provider	Mean
BST	0.5000
CLEC	0.2953
Difference	0.2046

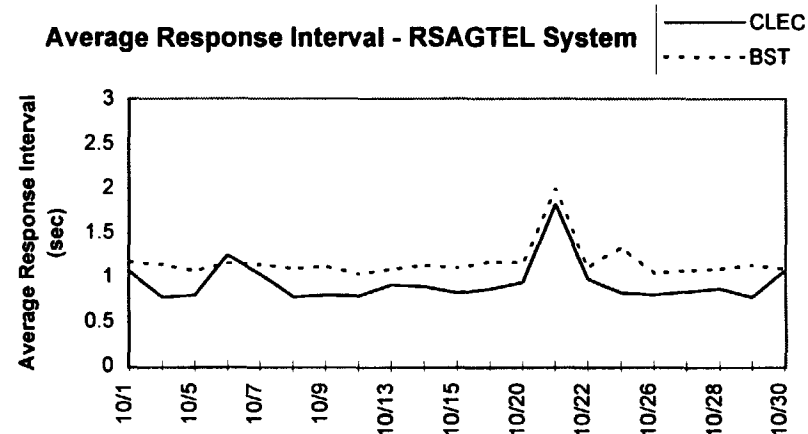
Note: Sums of squares were unavailable for the Response Interval, thus a standard deviation could not be calculated for these measures.

October 1998

OSS Response Interval -- Descriptive Page



Service Provider	Mean
BST	1.8333
CLEC	1.2029
Difference	0.6303

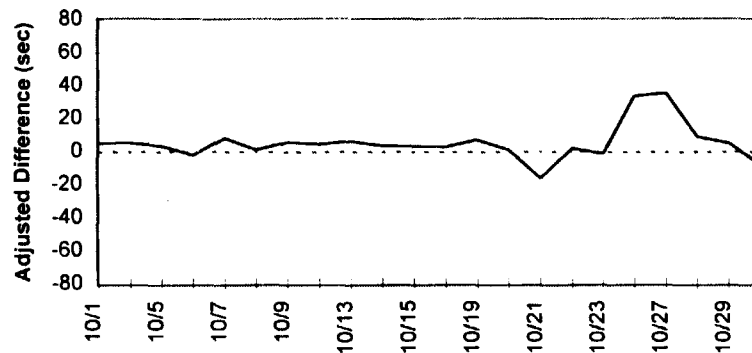


Service Provider	Mean
BST	1.1673
CLEC	0.9338
Difference	0.2336

Note: Sums of squares were unavailable for the Response Interval, thus a standard deviation could not be calculated for these measures.

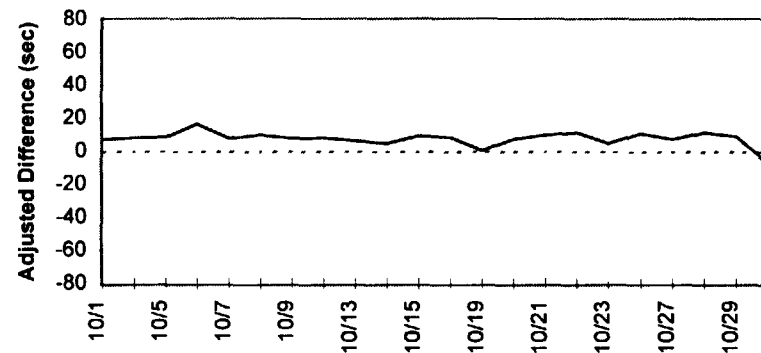
October 1998 OSS Response Interval -- Decision Page

Average Response Adjusted Difference - ATLAS System



Mean	Standard Error	Test Statistic	df	P-value (percent)
5.18	2.61	1.99	21	3.01

Average Response Adjusted Difference - DSAP System



Mean	Standard Error	Test Statistic	df	P-value (percent)
7.91	3.26	2.43	21	1.21

Note: On weekdays for which CLEC observations existed, but BST observations did not, the BST observations were handled as missing values and values were imputed.